



NEWS RELEASE

For Immediate Release

Media Contact: Joe DiLaura 317-232-3396

Robert Shula 317-234-0263

New Case Management System under development for Indiana Department of Workforce Development

INDIANAPOLIS (June 1, 2006) -- The Indiana Department of Workforce Development has selected @Work Solutions Inc., an Indianapolis-based technology services company, to develop a new statewide case management system for Indiana's workforce delivery system.

A case management system is a comprehensive system of customer data and record storage which allows easy access of the various services being provided to a customer across different workforce agencies.

The new case management system, which is expected to be operational by July 1, 2006, will overhaul and streamline the support system now in effect throughout Indiana, and assist state and local workforce development officials provide services to clients.

Savings are projected for the state of approximately \$2.1 million over four years under the new system, as the current case management system costs an estimated \$1.2 million per year to maintain. The contract awarded to @Work Solutions, Inc. is for four years and in the amount of \$2.7 million.

"This is another technological upgrade that was long overdue," said Ron Stiver, commissioner of the Indiana Department of Workforce Development. "Our ultimate goal is to improve the system's efficiency and effectiveness."

The federal government requires states to have a case management system in effect for their workforce development programs. Indiana has never had a uniform or common statewide tool in effect, but rather, has left the design of the case management systems to local workforce investment boards. As a result, the state has multiple systems in effect throughout Indiana, each with their own development and implementation costs.

"What we have currently is not an efficient or cost-effective approach," Stiver said.

The new system will support program compliance and contract management, as well as support management information reports for a wide variety of programs. It will support all federal and state-eligibility based workforce programs as well as local programs regardless of funding source.

The Department of Workforce Development is charged with continually improving the Hoosier workforce by assisting companies to create new jobs and improve employee skills. The agency offers a variety of training and educational grants, partners with Indiana's 26 WorkOne Centers, administers the unemployment insurance system, provides labor market information, assists employers with preparing workers for layoffs and closures and operates a statewide job placement service.